# Unified Messaging Service (UMS) Migration Briefing

Office of the CIO

# UMS Migration Schedule

- **Sept. 10**: Start lab-wide migration
  - Approximately 600-700 users/week
  - Mobile device users, organization by organization
- All email accounts scheduled to be migrated by mid-December
- Calendar cutover will probably take place in early January, 2009

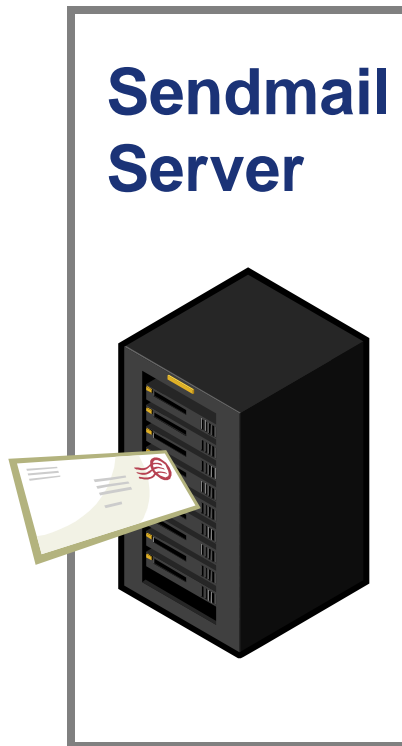# Questions this briefing will answer . . .

- What is a "Welcome to UMS" message and where is it?
- What is being migrated for me and what do I have to migrate for myself?
  - Will all of my email folders be migrated?
  - Where is my Sent Items Folder?
- Why is this system so slow?
- Can I still use the POP protocol?  Why not!

# Messaging System Components

- There are three important components of any messaging system:
  - A **server application,** which functions much like an actual post office, sorting and forwarding the messages
  - **Client software**, which resides on the local system and interfaces with that post office to accomplish the actual messaging functions
  - A **protocol**, or "language", that allows the client software to communicate with the server application
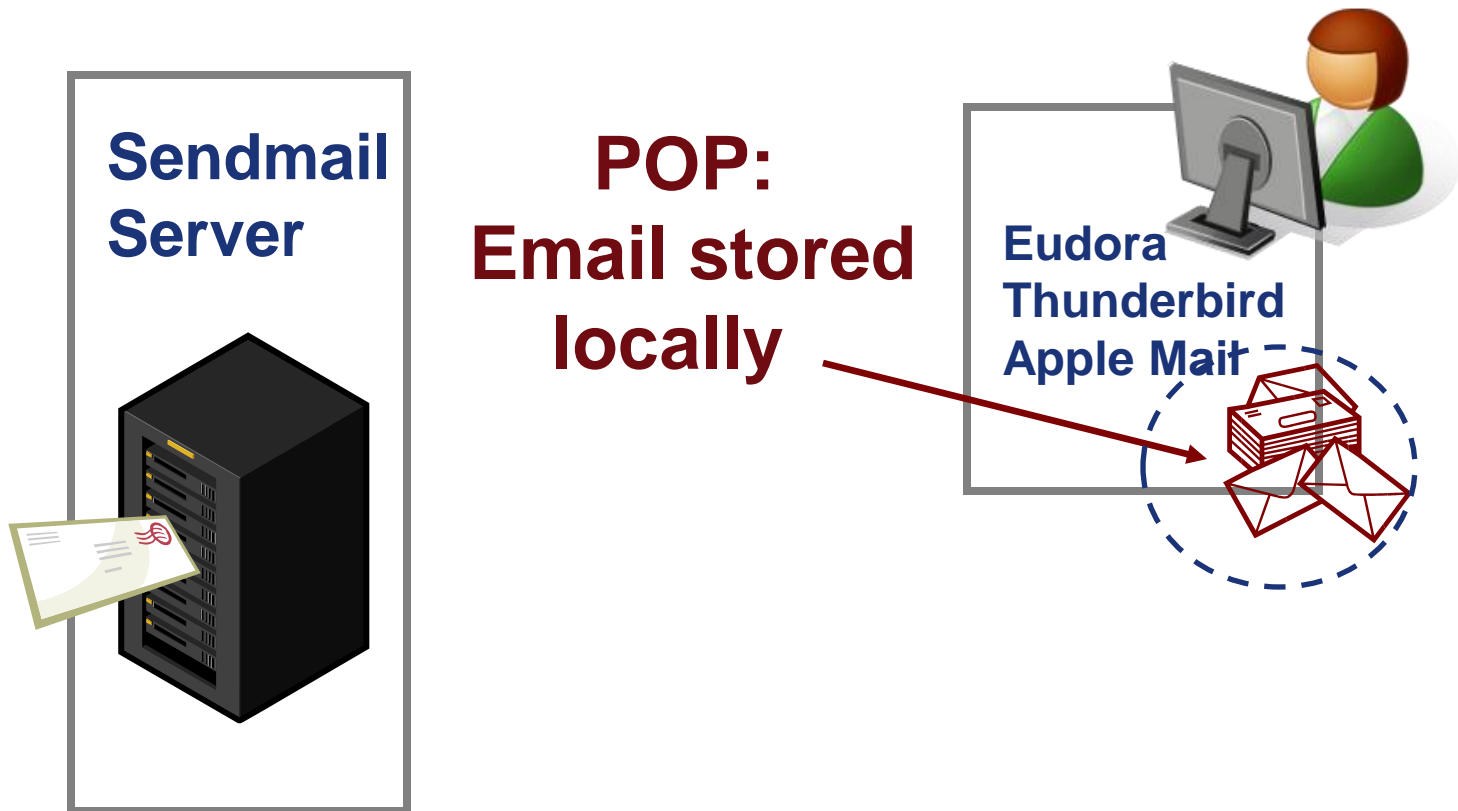
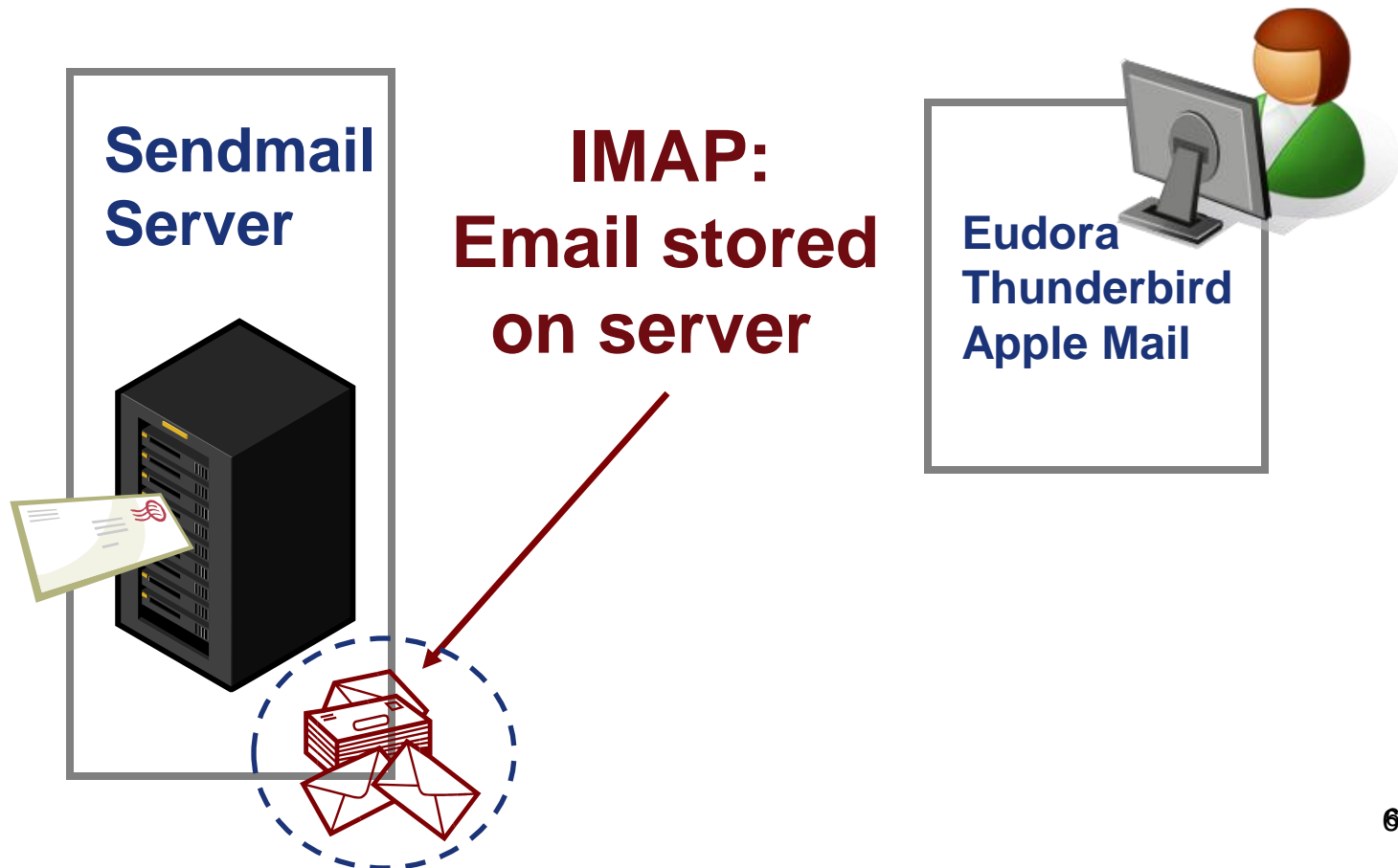# JPL Email Today

**Server Application**     **Client Software**

**Sendmail Server**

**Protocol**

**Eudora
Thunderbird
Apple Mail
Web Mail**

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# JPL Email Today - Configuration #1
## POP Protocol



**Sendmail Server**

**POP: Email stored locally**

**Eudora Thunderbird Apple Mail**

# JPL Email Tomorrow

**Server Application**

**Client Software**

**Exchange Server**

**Protocol**

**Outlook**
**Entourage**
**Evolution**
**Web Mail**
**Thunderbird**
**Apple Mail**
**Eudora**
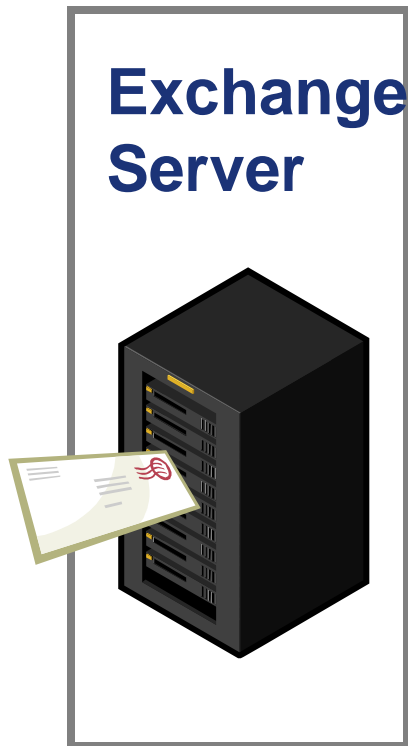
# JPL Email Tomorrow - Configuration #1
## Unified Messaging Clients

**Exchange Server**

**Messaging Protocol**

**Outlook Entourage**
Evolution
**Web Mail**

Cache
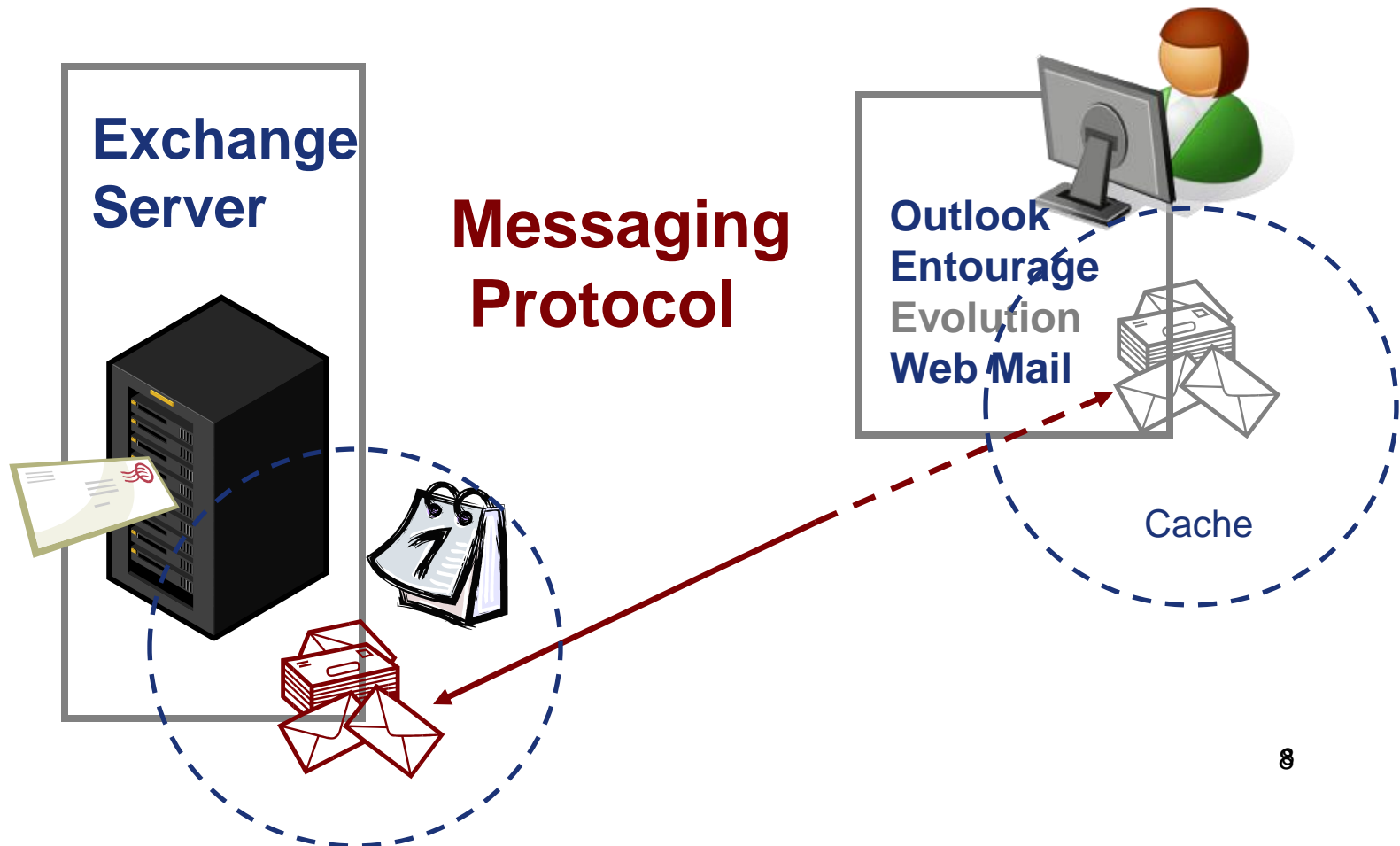
# JPL Email Tomorrow - Configuration #2
## Non-Unified Messaging Clients

**Exchange Server**

**Web Mail (OWA)**

**Calendar**

**IMAP Protocol**

**Thunderbird Apple Mail Etc.**

**Email**

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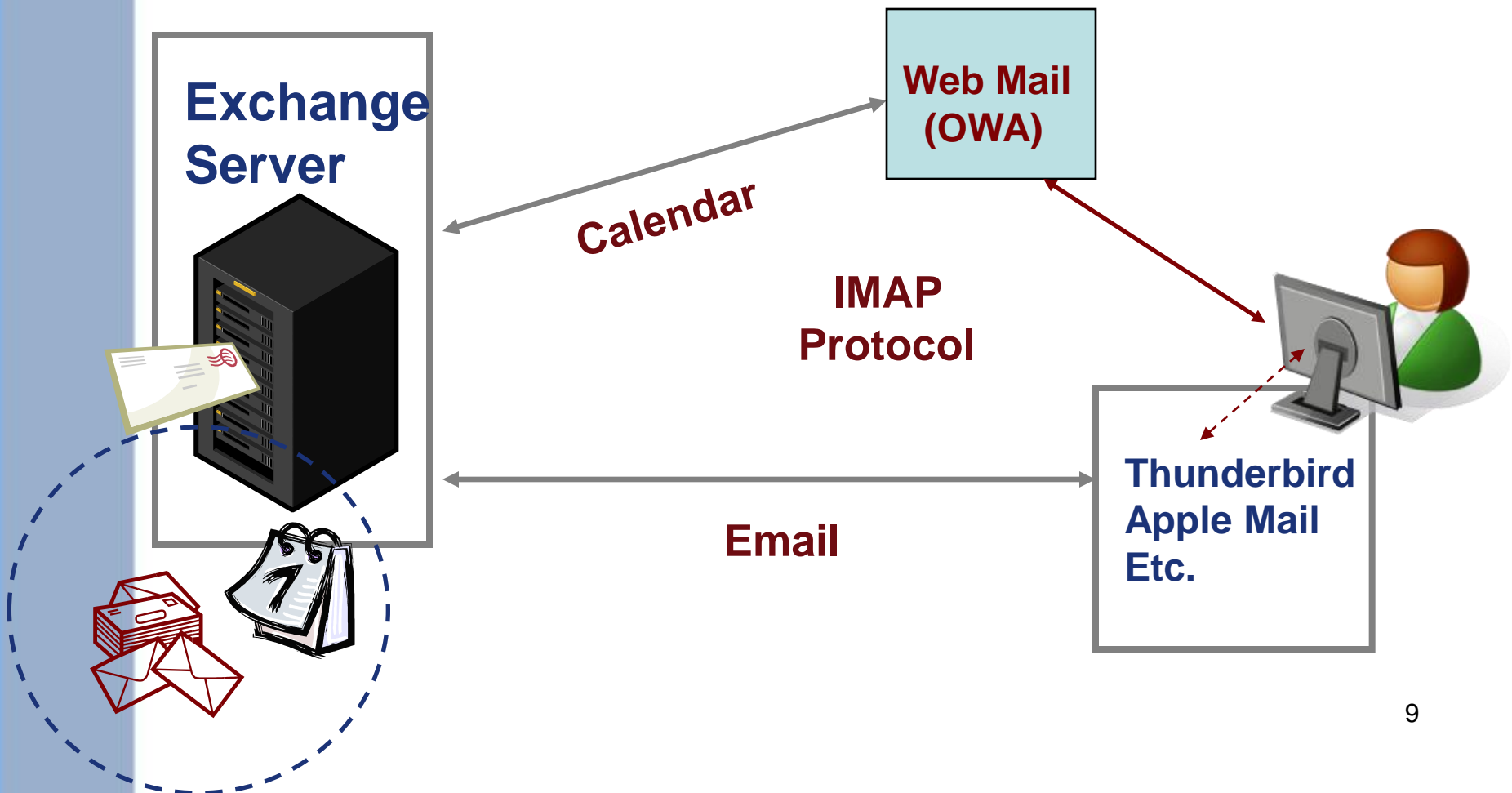
# UMS Migration Overview

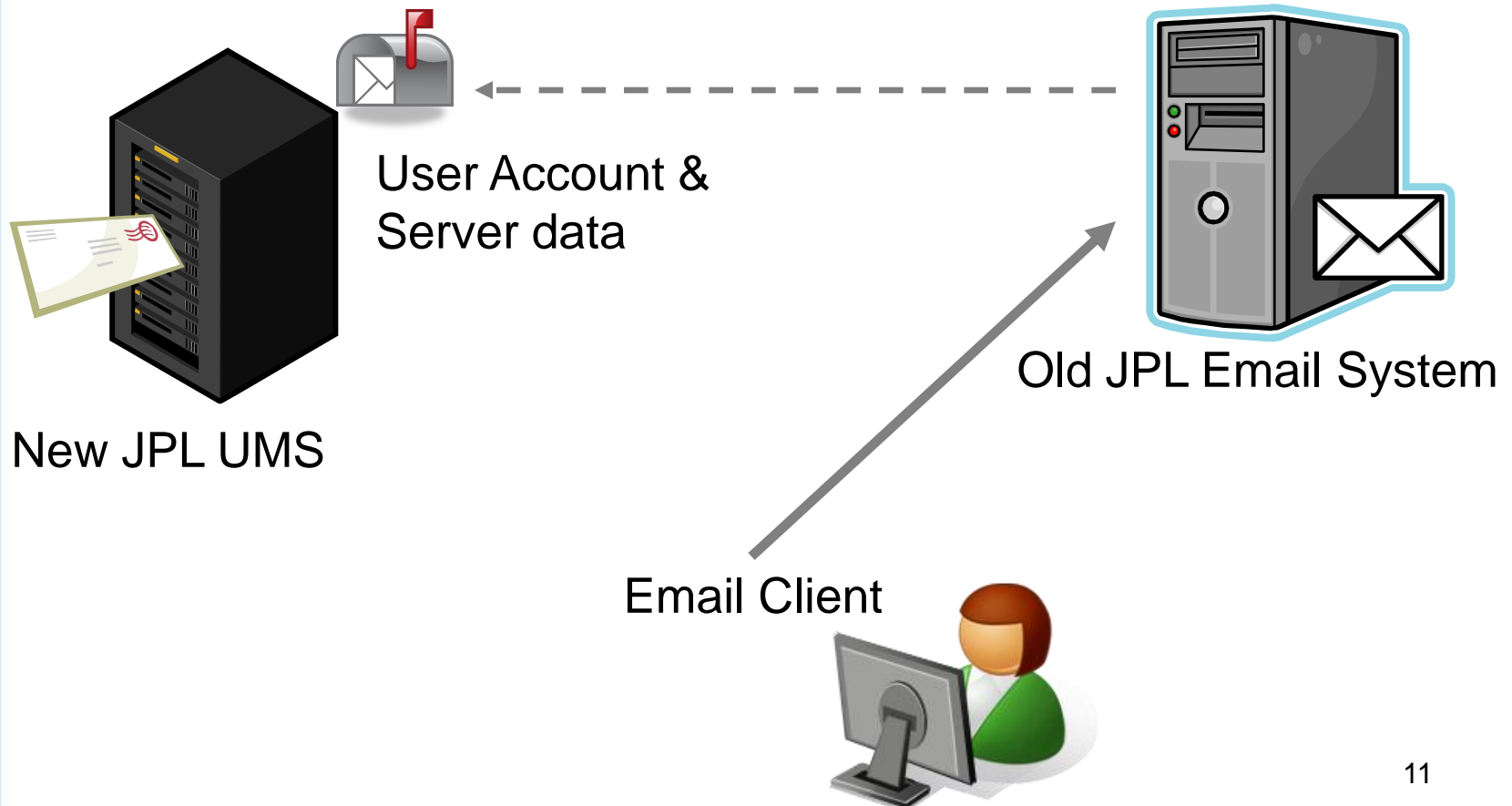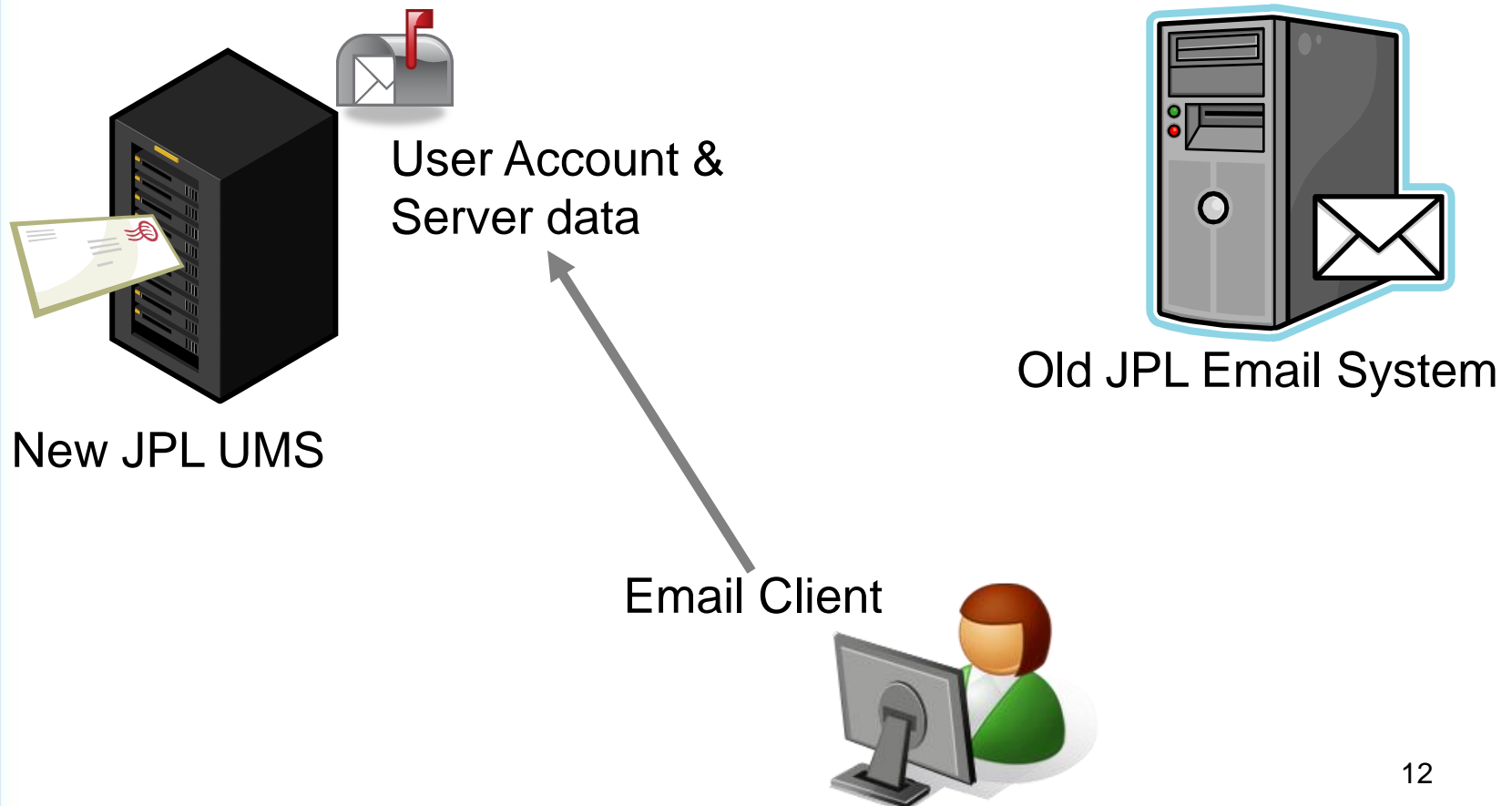- Migrating to the new Unified Messaging Service (UMS) involves **two "must do" steps** and a number of optional steps

# **#1**: UMS Team Moves User Account

User Account &
Server data

New JPL UMS

Old JPL Email System

Email Client

# **#2**: You Configure or Reconfigure Your Email Client

User Account & Server data

Old JPL Email System

New JPL UMS

Email Client

# When will you be migrated?

- **Check for your Migration Date**
  - A web site is being maintained with all migration dates. http://ocio/ums/schedule.php
  - **Note**:  Your account and server data will be migrated the night **BEFORE** your Migration Date.

# When will you be migrated?

**OCIO**

## Check Your Scheduled Migration Date

Your scheduled migration date can be postponed to accommodate critical work activities, medical leave, etc., by sending an email message to PostponeMyUMS@jpl.nasa.gov. All requests must be received at least one week prior to the scheduled migration date.

Your badge number: [ ]    ( Check Status )          **Check Complete UMS Schedule >>**

**Note:** Until approximately 1 month prior to your actual migration date, you will be able to determine the month and week of your migration by looking at the UMS Group (Gmmdd). For example, a UMS Group of G1020, indicates migration will occur sometime during the week of October 20th. The actual Migration Date will be populated approximately one month prior to that week.

http://ocio/ums/schedule.php

# When will you be migrated?

| Badge | User Name | Full Name | Org | Sched. Date | Mig. Date | SendMail Msgs | SendMail (MB) | UMS | BB |
|---|---|---|---|---|---|---|---|---|---|
| 104895 | echow | Edward T Chow | 9840 | 11/25/2008 | | 107 | 20 | G1124 | |
| 104958 | wyatt | E Jay Wyatt | 9830 | 11/25/2008 | | 966 | 1344 | G1124 | |
| 104962 | cpw | Colin P Williams | 9820 | 11/25/2008 | | 31523 | 3736 | G1124 | |
| 104927 | bergman | Larry A Bergman | 9820 | | | 3 | 0 | Postpone | J |
| 104933 | klittle | Kathryn J Little | 9820 | 11/25/2008 | | 1680 | 207 | G1124 | |
| 106379 | asacks | Allan L Sacks | 9810 | 11/26/2008 | | 220 | 27 | G1124 | |
| 102791 | kahicks | Kenneth A Hicks | 9800 | 11/26/2008 | | 463 | 16 | G1124 | |
| 104662 | mburris | Marjorie D Burris | 9800 | 8/22/2008 | 8/21/2008 8:58:00 PM | 2397 | 109 | G0000 | |
| 122301 | wshinbro | William B Shinbrot | 9800 | 11/25/2008 | | 1573 | 149 | G1124 | |

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**Number of messages on the server**

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# When will you be migrated?

| Badge | User Name | Full Name | Org | Sched. Date | Mig. Date | SendMail Msgs | SendMail (MB) | UMS | BB |
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**Migration Date**

**Actual Migration date and time**

**Number of messages on the server**

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# What to expect before migration . . .

- You will receive a series of pre-migration emails:
    - 2 weeks before your migration
    - 1 week before your migration
    - 48 hours before your migration
- If you have a NASA-tagged Blackberry, you will receive an additional email telling you when and where to take your Blackberry so that it can be configured to access UMS
- All of the emails as well as the UMS migration web site at  http://ocio/ums/ describe actions you should take prior to migration, the day of your migration, and post migration

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# The night **before** Migration Day . . .

- **#1:  Account Migration**
  - The night before your scheduled Migration Date, log out of email by 8:00 p.m. so that the UMS team can migrate your email account and server data
  - Most users will have **all** of their server data migrated the night before their Migration Date;  users with large amounts of email may have some of their data **pre-migrated** the weekend before their Migration Date - see next slide.

# **Note:** Only for those with large amounts of server data . . .

- To better manage the migration schedule, server mailboxes having very large numbers of messages will be migrated in two stages:
  - During the **weekend prior** to your migration date, all email with a date earlier than May 1, 2008, will be migrated from the old email server to your new UMS account. A copy of this email will remain in your old account for your convenience, but please **do not modify** it because any changes will be lost! (This pre-migration activity **will not impact** your use of the old email system during that weekend.)
  - The night before your actual Migration Date, the rest of your server email - those messages dated May 1, 2008, and later - will be migrated.

# Migration Day!

- **#2: Client Configuration or Reconfiguration**
  - Any time after 4:00 a.m. the morning of your scheduled migration date, access your UMS email account for the first time at https://webmail.jpl.nasa.gov
  - **If you were successfully migrated**
    - You will be redirected to the new UMS webmail client; login using your Active Directory password
    - *(This "double" login will go away after we are all migrated)*
    - A "*Welcome to UMS*" email will be in your new Inbox and will contain a URL that will lead you through the **configuration or reconfiguration** of your email client; there may be other messages in your Inbox as well, but the Welcome message should be one of the most recent
    - Your migration is successful if all email messages on the old email server are accounted for (may be dropped messages)

# After Account Migration

| ↑ Full Name ↓ | ↑ Org ↓ | ↑ Sched. Date ↓ | ↑ Mig. Date ↓ | ↑ SendMail Msgs ↓ | ↑ SendMail (MB) ↓ | ↑ UMS ↓ | ↑ BB ↓ | |
|---|---|---|---|---|---|---|---|---|
| Elizabeth B Lambdin | 6011 | 8/21/2008 | 8/20/2008 9:53:00 PM | 7621 | 1360 | G0000 | | Drop Msg |

A dropped message is one that is malformed.  Sendmail could accommodate malformed messages;  Exchange cannot.  These messages cannot be moved into your new Inbox, but the Service Desk analyst may be able to download it for you if you need it.

# After Account Migration

**Drop Msg**.

Migration Completed

**ERROR LIST:** (1)

• *Could not create message item (MART members and background materials(message.mime)) for the user (elizabeth.b.lambdin@jpl.nasa.gov).*

This migration is considered successful because all messages are accounted for;  7621 were migrated, 1 message was malformed and not migrated.

Call the Service Desk if you need the contents of this message.

# Migration Day!

- **#2:  Client Configuration or Reconfiguration**
  - Any time after 4:00 a.m. the morning of your scheduled migration, access your UMS email account for the first time at:  https://webmail.jpl.nasa.gov
    - **If you were not successfully migrated**
      - you will have a voicemail message telling you that your account is still on the old email server
      - you will **NOT** be redirected to the new UMS web mail client - you will simply see your email account as you always do
      - you should continue to access email as you did prior to the migration attempt.  Your old email account and data remain unchanged.  You will be notified of your new migration date.

# Optional for Outlook/Entourage Users

- Migrate locally stored email messages and folders
  - Follow the procedures
  - **Note**: This can be done at any time
- Migrate Address Book(s)
  - Contact the Service Desk
  - **Note**:  You don't need to migrate JPL addresses
- Manage someone else's email
  - Two options/commands exist:  Share or Delegate
  - Refer to the UMS website for description and "how to"
- PKI users
  - Refer to the UMS website for issues and procedures
- Mobile Device users
  - Refer to the UMS website for

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# Please note . . .

- Server rules/filters **will not be migrated** and will have to be recreated
  - **Note**: Outlook or web mail accessed via Internet Explorer (IE) must be used to create server rules
  - Instructions will be posted in conference rooms, where resident computers have access to Internet Explorer and the new web mail client

# Notes for Those Staying With Existing Email Clients

- Use your Active Directory password to access your email account

- Configure your client for a secure connection

- Point your address book to the LDAP directory

- Re-establish your server rules - using Outlook or Web Mail accessed with IE

- Use the IMAP protocol, the POP protocol will be disabled.  If you need the POP protocol for business reasons, please contact the Service Desk at 4-HELP

- Use Web Mail for the calendar function after the UMS Calendar cutover in November

# Migration Steps

1. Clean out your mailbox - keep primary folders <3500
2. Signoff at 8:00 pm the night before your Migration Date
3. Check your voicemail when you arrive at work in the morning - if you don't have a voicemail from the UMS Migration Team, your migration was successful
4. Sign on anytime after 4:00 am the morning of your Migration Date using https://webmail.jpl.nasa.gov/
   - Use your JPL username and email password
5. You will be redirected to the new Webmail client - OWA
   - Use your JPL username and Active Directory password
6. Find your *Welcome to UMS* email message
7. Click on the URL and configure or reconfigure your client and move your locally stored email (optional)

# Things to remember . . .

- I was migrated last night. I accessed by new email account this morning but I don't see a "Welcome to UMS" message.
  - The first time you access your new email account, use web mail. Your old client is probably not configured to access you new account.
  - Check your voicemail - if your migration was not completed successfully, you will have a voicemail telling you that you will be rescheduled for a later date
  - If you don't have a voicemail and you are using web mail, the "Welcome" message is probably in your Inbox but may be "buried" by other new messages you received.
  - If you still can't find this message, call the Service Desk (4-HELP)

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# Things to remember . . .

- **I** was migrated last night and now most of my email is gone!
  - Only server folders and messages will be migrated for you; your local data will still be accessible from your old email client and can be migrated (or not) at any time.
- My server messages were migrated last night and today **I** migrated my local email.  Now, **I** have two copies of lots of my messages!
  - If you have your messages delivered to your local Inbox (POP Protocol) **and** leave a copy on the server, turn this feature off about 1 week before your migration to eliminate the possibility of duplicate messages.

# Things to remember . . .

- My server data was migrated last night.  I was using Eudora with the IMAP protocol so all of my folders were stored on the server and should have been moved to the new email server.  My Sent Items folder is missing!

    - Regardless of the protocol used, Eudora stores the Sent Items folder locally by default!  If you want to migrate the Sent Items folder to your new client, you will have to use the migration tool provided in the local email migration procedures.

# Things to remember . . .

- I was migrated last night and I configured my new UMS email client.  I just accessed my new Inbox for the first time with my new client and, oh my goodness - this new client is so slow!!

  - The first time you access your email with your new client, all of your server data is cached down to your local client.  This will allow you to work - even if you aren't connected to the email server - but it can take a long time the first time!

# Things to remember . . .

- I had encrypted messages on the old server as well as encrypted messages stored with my old client. Now that my migration is complete, the locally stored encrypted messages that I had are missing.
  - The migration tool we are using for server data will migrate encrypted messages
  - The migration tool we are using for local data will NOT migrate encrypted messages; you can move encrypted data from your old client to your new client by Forwarding them

# Help is available!

- For more information about the migration, about the new email clients Outlook and Entourage, and about the new features that will be available to you, please access the information on the UMS website http://ocio/ums/

- For assistance with the migration, with the new email clients, to migrate your Address Book, to configure your client to manage someone else's email, or help with your mobile device, please contact the Service Desk at 4-HELP

- Send questions, issues, concerns about the migration process to AskIT@jpl.nasa.gov